

July 1, 2005

**VIA HAND DELIVERY & ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**RE: Docket 3628 - Trouble Non-Outage Report for May 2005**

Dear Ms. Massaro:

Enclosed please find ten (10) copies of The Narragansett Electric Company's ("Narragansett") Trouble, Non-Outage Report ("Report") for May 2005. This Report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket 3628.

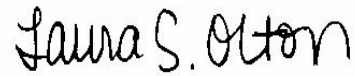
In March 2005, the Division of Public Utilities requested that Narragansett also report the number of outage calls received monthly. Accordingly, this Report now contains Narragansett's trouble, non-outage calls, outage calls, and the total number of all calls answered by a customer service representative monthly.

Please note that the number of outage calls and total calls for January through April 2005 on the enclosed Report have been restated from what was reported in the May 9, 2005 Report and earlier monthly reports filed this year. Our call center handles calls from customers of four National Grid companies, and it has been difficult to break-out the number of calls by company using the call center's call management system. During the past month, the break-out of this data was refined. The numbers in this Report and the monthly reports going forward will reflect the updated data. The number of trouble, non-outage calls are unchanged from what was reported in the May 9, 2005 Report and earlier reports, since these calls from Narragansett customers are tracked in a separate system.

Luly E. Massaro, Commission Clerk  
Trouble Non-Outage Report, May 2005  
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Thank you for your attention to this filing. If you have any questions concerning this Report, please do not hesitate to call me at 784-7667.

Very truly yours,

A handwritten signature in black ink that reads "Laura S. Olton". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Laura S. Olton

Enclosures

cc: Docket 3628 Service List  
Paul Roberti, Esq.  
Al Contente, Division  
Steve Scialabba, Division

**The Narragansett Electric Company**  
**Trouble Non-Outage and Outage Calls Report<sup>1</sup>**  
**2005**

<u>2005</u>	Number of Trouble Non-Outage <u>Calls</u>	Number of <u>Outage Calls<sup>2</sup></u>	Total Number of <u>All Calls<sup>2</sup></u>
January	300	5,600	30,532
February	222	4,481	29,646
March	269	5,082	35,040
April	281	5,915	38,948
May	219	5,559	39,327
June			
July			
August			
September			
October			
November			
December			
<b>Total</b>	<b>1,291</b>	<b>26,637</b>	<b>173,493</b>

<sup>1</sup>The numbers contained in this report reflect calls answered by a customer service representative.

<sup>2</sup>The number of outage calls and total calls for January through April 2005 have been restated from what was reported in the May 9, 2005 report and earlier monthly reports (see cover letter for details). The number of trouble, non-outage calls are unchanged.

### Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the parties listed below.

\_\_\_\_\_/S/\_\_\_\_\_  
Joanne M. Scanlon

July 1, 2005  
Date

**Narragansett Electric Company – Service Quality Plan  
Docket 3628 - Service List as of 10/27/04**

<b>Name</b>	<b>E-mail Distribution List</b>	<b>Phone/FAX</b>
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